One of the most frequent questions we see in Procurement is about the status of a purchase. Whether it came to us as a requisition, purchase order, or quote package, PeopleSoft usually provides the information you're looking for. This document is intended to help you help yourself.

Your first resource to help you determine the status of your purchase should be Manage Requisitions. The status column might say "Open", "Pending", "Approved", "POs Created", "POs Dispatched", or "Received". See below for an explanation of each of these possible statuses.

"Open"—You need to click edit( ) and click the yellow "Submit" button.
"Pending"—Your requisition is pending approval. Click the approval status button ( ) to find out what approval step you are waiting for. From that page, you can find out who can take care of that approval by clicking the Pending Approval Inquiry button ( ).
"Approved"—Your requisition has been approved, but a purchase order has not yet been created.
"POs Created"—Your requisition has been copied to a purchase order, but it has not been sent to the Auditor for encumbrance.
"POs Dispatched"—Your requisition has been copied to a purchase order and has been sent to the Auditor for encumbrance. From there, your order will be sent to the vendor.
"Received"—You or someone in your office has received the shipment of items and has recorded that information by clicking on the truck( )at Manage Requisitions.

Once you have determined the status of your purchase in PeopleSoft, there are ways to get more information about what progress is being made in our office. The best tool is the History of Approvals icon ( ) at Manage Requisitions. Here you can see when your requisition was logged in, as well as any action the Buyers deem noteworthy, such as contract clearance, returning to agency, etc. There may even be a note directing you somewhere else for more information.

As a last resort, you may need to contact the buyer assigned to your purchase. To find the buyer, scroll to the right on the Manage Requisitions page until you see the "Change Buyer" icon ( ). Click on that icon to see the buyer assigned to your requisition. Occasionally, the icon above is not available, so the buyer information is recorded under the "History of Approvals" icon ( ).

If the status is "PO(s) Created" or "PO(s) Dispatched", you will need to go to the purchase order to see who the buyer is. To find the PO number, click on the name of your requisition. This will bring up the Requisition Details screen. Below each line there will be a yellow triangle icon next to "PO Information". Click on the yellow triangle to find the PO number. Once you have the PO number, go to the Manage Purchase Orders page (eProcurement > Manage Purchase Orders). Search by the PO number and click on the number when it comes up. On the main page (PO Form tab) of the PO you will find the Buyer name at the top right.

Once you know the name of the buyer, you may contact them directly for information concerning the status of your purchase if necessary. Keep in mind that unnecessary calls only slow the process down.